

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

|                             |   |                                     |
|-----------------------------|---|-------------------------------------|
| In re Application of:       | § |                                     |
| Lawrence E. Ploetz et al.   | § | Confirmation No.: 8921              |
|                             | § |                                     |
| Application No.: 10/723,687 | § | Group Art Unit: 2166                |
|                             | § |                                     |
| Filed: November 26, 2003    | § | Examiner: Yen, Syling               |
|                             | § |                                     |
| For: SYSTEM AND METHOD FOR  | § | Atty. Docket: GEMS:0255/YOD/EUB/KAN |
| PROVIDING POTENTIAL         | § | 136098-SV                           |
| PROBLEM SOLUTIONS TO A      | § |                                     |
| SERVICE PROVIDER            | § |                                     |

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June 16, 2009

Date

/Lee Eubanks/

L. Lee Eubanks IV

**AMENDMENT AND RESPONSE**  
**TO FINAL OFFICE ACTION MAILED MARCH 16, 2009**

Dear Sir:

This is in response to the Final Office Action mailed on March 16, 2009.